

PURPOSE

The purpose of this policy is to assure recipients of mental health services in Michigan Department of Health and Human Services (MDHHS) hospitals and centers and their family members are treated with dignity and respect.

REVISION HISTORY

This policy has not been updated since original publication effective date of May 16, 2010.

DEFINITIONS

Dignity means to be treated with esteem, honor, and politeness; to be addressed in a manner that is not patronizing or condescending; to be treated as an equal; to be treated the way any individual would like to be treated.

Respect means to show deferential regard for; to be treated with esteem, concern, consideration or appreciation; to protect the individual's privacy; to be sensitive to cultural differences; to allow an individual to make choices.

POLICY

It is the policy of the MDHHS that all recipients of services in its hospitals and centers and their family members shall be treated with dignity and respect.

STANDARDS

1. Examples of treating a person with dignity and respect include but are not limited to calling a person by his or her preferred name, knocking on a door (open or closed) before entering, using positive language, encouraging the person to make choices instead of making assumptions about what he or she wants, taking the person's opinion seriously, including the person in conversations, allowing the person to do things independently or to try new things.
2. Treatment with dignity and respect shall be further clarified by the recipient or family member, and considered in light of the specific incident, treatment goals, safety concerns, laws and standards, and what a reasonable person would expect under similar circumstances.

3. All department employees, volunteers, contractual service providers and employees of contractual service providers shall treat recipients and their family members with dignity and respect, being sensitive to conduct that is or may be deemed offensive to the other person.
4. In addition to the above, showing respect for family members shall include:
 - a. Giving family members an opportunity to provide information to the treating professionals.
 - b. Providing family members an opportunity to request and receive educational information about the nature of disorders, medications and their side effects, available support services, advocacy and support groups, financial assistance and coping strategies.
5. Information shall be received from or provided to family members within the confidentiality constraints of Section 748 of the Mental Health Code.

REFERENCES

- Michigan Mental Health Code, MCL 330.1752
- Michigan Mental Health Code, MCL 330.1708
- Michigan Mental Health Code, MCL 330.1748
- 42 CFR 482.13, JC R1.01.01

CONTACT

For additional information concerning this policy, contact the Director of the Office of Recipient Rights at 517/373-2319.